

Department of Safety

The Tennessee Department of Safety (TDOS) was established in 1939 by the General Assembly to exercise the authority of the Tennessee Highway Patrol (THP). During its 69 years of sustained progress and service, the department has evolved into a multi-faceted agency that now provides five main areas of service: law enforcement services, motorist and vehicle services, terrorism prevention services, education and training services, and administrative support services. While each area performs distinctly different functions, they all work together toward the common goal of ensuring public safety.

Although there is a heavy focus on highway safety, the department's services extend to virtually everyone within the state's borders, including motorists and passengers, commercial motor vehicle firms and operators, other state and local law enforcement agencies, students and teachers, attorneys and courts, financial institutions, insurance companies, automobile dealers, employers, and the news media.

Approximately half of the employees are commissioned law enforcement officers. The department has a strong local presence throughout the state with its eight patrol districts, eleven homeland security districts, and 53 driver license stations, and with the county clerks who serve as the department's agents for driver licensing services.

Accredited by the Commission on Accreditation for Law Enforcement Agencies since 1999, the department is recognized as an outstanding law enforcement agency, demonstrating excellence in management service by meeting an established set of professionally developed criteria. With the addition of the Office of Homeland Security, the Department of Safety's programs touch virtually everyone in the state: neighbors, family, and friends. The vital nature of the department's legislative mandates makes it especially important for TDOS to be at the forefront of responsive, effective public service.

The department has the following programs:

1. Administration
2. Motor Vehicle Operations
3. Major Maintenance
4. Driver License Issuance
5. Highway Patrol
6. Auto Theft Investigations
7. Motorcycle Rider Education
8. Driver Education
9. Technical Services
10. Homeland Security.

Administration and Support Services

349.01 Administration

The administrative and support services area is responsible for the overall administration of the department, including establishing rules, regulations and policies, and providing basic support services for departmental operations. Within this program are the commissioner and his immediate staff, fiscal services, internal audit, human resources, strategic planning, supply, professional responsibility, staff inspection and accreditation, research and planning, and the legal division.

Mandated and Optional Services and Best Means of Providing Them

The primary services of administration involve the executive oversight of the entire department, which is carried out by the Commissioner's office (Tennessee Code Annotated (TCA) 4-3-2002). In addition to overseeing the programs within the department, this office initiates department-wide strategies and goals, and sets priorities for their funding and execution.

As an example, a department-wide goal initiated by the commissioner's office is a focus on making services more accessible to citizens and businesses so that customers can gain access to services without having to visit an office. Currently, customers can use www.tennessee.gov for various driver license transactions including renewals, duplicates, reinstatements, changes of address, and to make appointments for driver license services. In addition, businesses can subscribe to services that will provide them with information from driver and vehicle records. The department also provides an automated phone-fax option for retrieval of driver records information. As a third example, citizens can have their driver license address changed without visiting an office, either through an automatic link the department has set up with the US Postal Service, or by phone, mail, or Internet. The Public Affairs office coordinates the promotion of these efforts as part of an overall communications strategy for the department.

Other services include human resources, which ensure departmental compliance with various federal and state laws regarding employment; fiscal services, mandated to account for all revenues and expenditures; internal audit, required to comply with the comptroller's standards for internal audits; Tennessee Occupational Safety and Health Act (TOSHA), which is required to establish a safe and healthy working environment for employees of the department; and professional responsibility, half of the Professional Standards Bureau, which investigates all complaints concerning the department's employees.

The Staff Inspection and Accreditation unit, the second piece of the Professional Standards Bureau, is responsible for organizing the agency's efforts to maintain accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA). TDOS is one of only 17 highway patrols or state police agencies in the nation accredited by CALEA. The Tennessee Department of Safety has been accredited by CALEA since 1999. CALEA accreditation bestows recognition on outstanding law enforcement agencies that demonstrate excellence in management and service by meeting an established set of professionally developed criteria. Accreditation requires agencies to meet or exceed 446 applicable standards, which address all areas of administration, operation, and technical support activities. Re-accreditation takes place every three years, and the department will begin the re-accreditation process again in August 2008.

In addition to these broad legislative mandates, the legal division administers asset forfeiture cases that arise out of the seizure of property pursuant to the Drug Control Act (TCA 39-17-4 and TCA 53-11-201 et seq, and 40-33-201 et seq) and anti-theft provisions (TCA 55-5-108 et seq). With offices in Knoxville, Memphis, and Nashville, the legal division manages all aspects of these forfeiture cases, and represents the law enforcement agencies that seize the property. The legal division also provides training to law enforcement officers in this area of the law. Though not mandated, the training enables officers to prepare better cases, which in turn strengthens the division's representation of them.

The current methods for delivering the administration services represent the best and most cost-effective means. It is essential to have core administrative functions delivered by the department itself. The department does out-source certain employee selection functions that are either outside its expertise (such as contracting with experts to evaluate a candidate's physical capacities) or that are not ongoing (such as contracts to develop or refine promotional exams).

The legal division's representation of state and local law enforcement agencies that seize properties is not a common approach to this service. Most states have this function located within the state's Attorney General's office or distributed among the separate agencies. Tennessee's approach provides a core group of legal expertise that can not only represent the various agencies, but can also administer the entire process and offer training to keep the various enforcement agencies abreast of the most current laws.

The legal division is also responsible for oversight of the Driver Improvement hearing officers. Driver Improvement is required to evaluate the driving records of Tennessee drivers, based on crashes and/or convictions of traffic violations, in order to identify and keep track of high-risk drivers, as well as to establish procedures for their rehabilitation (TCA 55-50-505). Individuals who are found to be frequent traffic violators, drivers under the age of eighteen who accumulate six or more points on their driving record within a 12 month period, and drivers the age of eighteen or over who accumulate 12 or more points within any 12 month period during the previous 24 months are sent a notice of proposed suspension and given an opportunity to attend a hearing. Hearing officers are located throughout the state in seven offices, and in addition to holding the hearings in person, offer phone hearings for out-of-state drivers. In most cases, when a driver attends a hearing, he or she is given the opportunity to attend a defensive driving class in order to either eliminate or reduce the suspension.

Driver Improvement also is responsible for hearing driver license suspension cases resulting from alleged violations of the financial responsibility laws, suspension cases resulting from alleged violations of graduated driver license restrictions, and cases involving driver license application fraud.

Driver Improvement is required to handle medical referrals regarding the capability of drivers (physical, mental, and substance abuse concerns). Hearings are provided upon request. After seeing that a proper evaluation of the driver has been undertaken either by a medical professional or by a licensing re-examination, the section may suspend the driver's license, add restrictions, or withdraw the proposed suspension.

Driver Improvement is also required to handle requests from individuals seeking an exemption to the window tinting law (TCA 55-9-107). Drivers with a medical condition who are adversely affected by ultraviolet light may submit a statement to the department from their physician certifying they have a medical condition which requires their tint on their vehicle to exceed the standard specified by law. The department will submit their request to the medical review board

for evaluation. If the review board finds the exemption warranted, the department will grant an exemption to the motorist. A certificate or decal indicating the degree of exemption will be issued to the applicant and it must be displayed in the motor vehicle.

Finally, Driver Improvement is assigned the task of administering the inspection and certification of defensive driving schools throughout the state. There are approximately 27 certified defensive driving schools that require periodic inspections. In fiscal year 2007-2008, the Safety Education officers became responsible for performing the actual inspections; however, the Driver Improvement section retained the responsibility for administering these inspections (setting inspection schedules, filing and maintaining paperwork, etc.).

Performance Standards

1. Add further avenues for citizens to access the department's services without visiting an office.
2. Investigate and resolve complaints concerning the department's employees within 60 days.

Performance Measures

1. Increase the number of online service transactions by a minimum of three percent annually.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
Not Available	4%	5%

1. Percent of complaints concerning TDOS employees resolved within 60 days.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
95%	80%	80%

Means of Addressing Any Change in Services Since Previous Plan

In September 2007, a new training coordinator was hired. The training coordinator began developing training plans for various divisions and levels of employees, including supervisor training, management skills, and other training considered vital for TDOS employees. The addition of this coordinator will allow both commissioned and non-commissioned employees to develop training plans that will enhance their skills and ability to serve the public.

In November 2007, the department closed the three regional reinstatement offices, and began offering reinstatement services in the driver license offices. The goal was to make these services to as many people as possible, while reducing the distance one might have to travel. To date, TDOS has 19 offices offering reinstatement services to the public, and hopes to have this service in all 53 offices in the near future.

As a result of the impending deadline for material compliance with the federal REAL ID Act, the department formed a REAL ID committee. This committee consists of staff from various divisions, and will be responsible for ensuring that Tennessee is ready to issue REAL ID-compliant driver licenses by the mandated deadline of January 1, 2010.

The department also has implemented an Employee Suggestion Program, through which employees may make suggestions or complaints and receive feedback from executive management staff. Employees send their comments to an email address maintained by the Office of Strategic Planning (OSP). OSP staff read the comments, decide to which members of management it should be forwarded, and then remove any identifying information (if requested) before forwarding the message. Once management provides feedback, the OSP staff passes this information directly back to the employee. This program allows information to flow up and down between management staff and field employees, and provides an additional outlet through which employees can gain information.

349.07 Motor Vehicle Operations

Motor Vehicle Operations provides all commissioned officers with a vehicle to be used to enforce traffic laws on all state roads. The department currently patrols 14,150 miles of state roads and interstates. The program also provides pool cars for other departmental staff to carry out their duties.

Mandated and Optional Services and Best Means of Providing Them

Motor Vehicle Operations directly relates to services to state taxpayers including, but not limited to, traffic crash investigation, traffic enforcement, safety education, criminal interdiction, and vehicle theft investigation. Without an adequate and functioning fleet, the department would be unable to affect enforcement of required statutes, potentially resulting in increases in fatal and serious injury crashes on the state's highways and a lessening of homeland security measures.

Once new pursuit vehicles are obtained from General Services, the Tennessee Highway Patrol (THP) utilizes inmate labor for the installation of additional enforcement equipment such as radio and communications equipment, speed detection devices, video cameras, spotlights, antennas, and interior protective shielding. Using current resources, this equipment can take up to four days to install, depending on the type of materials required. The department is currently exploring the possibility of leasing pursuit vehicles, which will arrive with some of this equipment factory-installed. If this takes place, it should help reduce the turnaround time of installation and reduce the number of pursuit vehicles operating with mileage in excess of 85,000 miles.

Pool cars available to non-commissioned staff enable the department to carry out vital services such as bus inspections and school bus driver training; attorneys going to drug seizure and DUI hearings for confiscated vehicles; repair of communication towers and radio repeater sites; computer services for equipment located all across the state; monitoring, training, and testing conducted by third parties. Pool cars are also available for employees to participate in training, pick up necessary supplies, and carry out other related duties.

As of fiscal year 2007-2008, the percent of pursuit vehicles with mileage over 85,000 was 30%. When replacement of any vehicle is delayed, maintenance costs increase while resale values decline. In the case of pursuit vehicles with high mileage, there is the added problem of potential catastrophic crashes at pursuit speeds. Thus, a better and more cost-effective means of delivering this service would be to replace all pursuit vehicles as soon as possible after their depreciated costs are recovered. This would enable the department to keep all vehicles at or close to the 85,000 miles at turn-in time.

Performance Standard

1. Replace pursuit vehicles at 85,000 miles.

Performance Measure

1. Percent of pursuit vehicles operating with mileage in excess of 85,000 miles.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
30%	25%	25%

Means of Addressing Any Change in Services Since Previous Plan

There have been no changes in service since the previous plan.

349.12 Major Maintenance

Major Maintenance provides funds for buildings, sites, and departmentally specific items that are not covered under the Facilities Revolving Fund. This includes 42 communication sites (both radio towers and remote radio repeater sites) maintained and managed by TDOS as well as such locations as the federally funded roadside commercial motor vehicle scale houses. In addition, this program is responsible for maintaining communications equipment at hundreds of other locations throughout the state.

Mandated and Optional Services and Best Means of Providing Them

Vital services under this allotment code include maintenance and major equipment replacement at departmental radio repeater sites statewide, which are not maintained by the Facilities Revolving Fund. Some are shared by other state agencies, just as the Department of Safety shares various towers owned by others. This joint operation is coordinated through quarterly meetings of the Tennessee Wireless Communications Council.

Funds allocated to Major Maintenance provide the fiscal means for the department to maintain its communication sites. In the event of a catastrophic event such as a tornado or terrorist incident, this fund enables immediate repair/replacement of emergency communications. While risk management covers the department's facilities, the waiting period to obtain replacement funding can be weeks or months.

The other major category of building maintenance is the commercial motor vehicle roadside scale houses, which is funded through the Facilities Revolving Fund. These buildings were built and are maintained largely by the federal government's highway safety program and the Tennessee Department of Transportation. The scale houses provide a base of operations for the department's enforcement program services related to commercial vehicles, and are vital to its operations.

The program also funds departmental specific items in buildings maintained by the Facilities Revolving Fund such as additional security systems and locks, specialty mainframe computer HVAC units, and special grounding devices.

Performance Standard

1. Maintain communication sites so that reliable radio coverage is provided for TDOS law enforcement personnel.

Performance Measures

- 1a. Number of communication sites maintained and managed by TDOS.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
41	42	42

- b. Percentage of communications sites inspected a minimum of three times per year.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
Not Available	75%	75%

Means of Addressing Any Change in Services Since Previous Plan

There have been no services added since the previous plan.

349.13 Technical Services

The Technical Services program encompasses services revolving around vehicle and driver data, as well as managing the systems that collect and house the data. The program thus has two major aspects: information technology and information processing.

Mandated and Optional Services and Best Means of Providing Them

The Technical Services program is divided into two service areas: Information Technology and Information Processing.

Responsibilities of Information Technology include department wide support of computer-related resources, including the installation and maintenance of computer hardware, design and development of new computer systems, management of departmental databases for driver and vehicle records and transactions, and for researching, acquiring, and implementing new technologies. Not directly mandated, the services of this division are vital for the proper administration of the department in its duties.

The Information Processing Center is required to process all paperwork resulting from the

cancellation, revocation, or suspension of driver licenses for a variety of traffic and other offenses, including crashes (TCA 55-12-105), moving traffic violations (TCA 55-50-502), DUI violations (TCA 55-50-501), habitual offenses (TCA Title 55 Chapter 10), truancy (TCA 55-50-502), drug free youth act/age 18-21 alcohol violations (TCA 55-10-702), child support violations (TCA 36-5-701, 36-5-706), juvenile possession of weapons (TCA 55-10-701), driving away from fuel pumps (TCA 39-14-151), uninsured motorist violations (TCA 55-12-115), and failure to appear in court (TCA 55-50-502, 55-50-704).

The Crash Analysis service is required to receive, tabulate, analyze, and maintain official copies of all reportable traffic crashes (i.e., those involving bodily injury, death, or property damage over \$400), as well as to supply appropriate forms for law enforcement to use in reporting crashes to the department (TCA 55-10-107 - 55-10-111, TCA 55-10-115). Currently, crash records are compiled and maintained by scanning the crash report to capture bubble data and an image of the report. Handwritten data captured in the image scan is then keyed. This report was developed by the department and is in use by all local law enforcement agencies in Tennessee, including the Tennessee Highway Patrol (THP). The new report captures additional information not available previously using handwritten reports. All THP and some local law enforcement agencies are transmitting reports electronically. As more law enforcement agencies, including THP, implement mobile data systems into their daily operations, the number of crash reports received electronically should steadily increase.

Due to the sensitive nature of the information processed (e.g., court dispositions, medical referrals, fatality records, etc.) and mandated activities of the above mentioned units such as revoking licenses, evaluating driver records, and analyzing crashes involving fatalities; the department believes outsourcing these services to private entities is generally not practical. The department believes it is delivering these services and fulfilling the mandated activities in the most appropriate manner. Reliance on the department's data and intelligence by other federal, state, and local government agencies necessitates the need for in house expertise for the delivery of the Information Systems service. Due to the high salaries associated with contract staff, the utilization of in house staff is generally the most cost effective manner of delivering this service.

Performance Standards

1. Improve the timeliness, completeness, and accuracy of vital traffic records by increasing the percentage received electronically rather than by paper.

Performance Measures

- 1a. Percent of Tennessee court records received electronically.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
73%	70%	75%

1b. Percent of crash reports received electronically.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
12%	45%	50%

Means of Addressing Any Change in Services Since Previous Plan

In October 2007, the Ticket Evaluation Unit, THP Ticket Accountability Unit, and Records/Filming Unit were moved from Financial Responsibility to Information Processing. In May 2008, the Records/Filming unit converted from micro-filming to digital imaging of handgun carry permit applications and other related documents. This significantly speeds up the search and retrieval of documents, by providing Web-based tools and allowing the Handgun Unit to perform their own records retrieval functions.

In November 2007, the reinstatement offices in Nashville, Memphis, and Maryville were closed down. The functions performed in these offices were moved to various Driver License offices across the state. This move was made in an effort to make the services more accessible to citizens by providing more locations for service. Currently 19 stations (11 full time and 8 part-time) are offering reinstatement services. Training continues for drivers license staff to learn reinstatement transactions, and by July 1, 2008, there will be a total of 36 driver license offices handling reinstatements.

The department formulated a strategy to improve the crash system based on recommendations made by the Office for Information Resources (OIR). The current crash system is being replaced with a new system known as Tennessee Integrated Traffic Analysis Network (TITAN). Crash data requirements were updated to meet the latest federal standards. The TITAN project began in June 2007. This system will provide features such as: customized statewide mobile electronic collision software application that will be used to capture and submit collision report information, the baseline feature and functionality to support the centralized processing of paper-submitted collision reports, and customized statewide mobile electronic citation software application that will be used to create citations in the field and transmit the citation to the court system. The first phase of the TITAN project is the implementation of a solution to receive and store electronic crash reports submitted by agencies throughout the state. The planning and construction portions have been completed, as well as pilot testing with two police agencies and one THP post agency. The TITAN deployment schedule began in May 2008, and continues through December 2008. The goal is to deploy the TITAN system to agencies that represent 80% of the total crash submissions by January 2009.

Public Services

349.02 Driver License Issuance

Driver License Issuance issues driver licenses, temporary driver licenses, photo identification licenses, and handgun carry permits. In addition, the program partners with county clerks to offer

selected services through their offices. The Financial Responsibility section of this division is also responsible for cancelling, revoking, or suspending licenses as a result of various offenses, as well as reinstating the licenses of eligible drivers.

Mandated and Optional Services and Best Means of Providing Them

The primary mandate of Driver License Issuance is to serve Tennessee residents requesting driver licenses, temporary driver licenses, or identification documents. These services include mandated activities encompassing vision, knowledge, and skills testing for both private passenger and commercial motor vehicle operators (TCA 55-50-322; 49 CFR, Part 383), as well as mandates regarding informing the public of rules of the road (TCA 55-50-322), voter registration (TCA 2-2-201), organ donor awareness (TCA 55-50-352), selective service registration (TCA 55-50-205), reinstatement of driving privileges (TCA 55-50-502), issuance of the actual photo and non-photo documents (TCA 55-50-335), and the issuance of a temporary license to foreign nationals residing in Tennessee whose presence has been authorized by the federal government (TCA 55-50-331). The program also serves residents requesting handgun carry permits (TCA 39-17-1351), a service that includes qualifying the applicants, processing applications, processing fees, and capturing a photo of the applicant. In cooperation with the Department of Human Services, the program also provides certification for child care drivers.

The program's core services are provided to Tennessee residents through the division's operation of 52 statewide locations in 43 counties. Most of the stations offer a full range of services, including not only the issuance of driver licenses, but also certified driving records, processing handgun carry permit applications, and providing information regarding requirements for reinstating a cancelled, suspended, or revoked driver license. Currently, 19 stations have examiners trained to reinstate a driver license as well. The federally mandated knowledge tests for commercial driver licenses (CDL) are offered at all locations; the more extensive CDL skills tests, which require expensive test pads and specially trained CDL examiners, are offered at eight locations.

For citizens simply needing to renew or replace their license, Driver License Issuance has two offices dedicated as express offices, and is expanding its partnerships with county clerks. Currently, 31 clerks have contracts to provide selected driver license services. Many of these clerks are located in counties where TDOS does not currently have an office. In addition to partnering with county clerks, Driver License Issuance partners with third party testers and accepts certified test results from CDL third party testers for the CDL skills test, from approved driver education programs for the Class D (regular operator) knowledge and skills tests, and from the Motorcycle Rider Education Program courses for the motorcycle knowledge and skills tests (TCA 55-50-203, TCA 55-51-107).

In addition to having offices across the state and arrangements with third parties, Driver Services offers citizens a way to conduct certain transactions themselves, without having to visit an office. Internet services now available to driver license customers include renewing licenses/ID's, changing the driver license address, obtaining a duplicate license/ID, obtaining information regarding reinstating a license, paying reinstatement fees, and taking online knowledge practice tests. In addition, a mail-in option is offered for renewing licenses and handgun carry permits, and changing the driver license address. Address changes can also be made by notifying the department by phone.

Though not mandated, Driver License Issuance mails a courtesy renewal notice to drivers approximately two months before their licenses or handgun carry permits are due to expire.

To carry out the handgun carry permit service, Driver License Issuance accepts applications and fees at any of its offices, and provides the customer with a toll-free number to register with a contract vendor for fingerprinting. The vendor then electronically submits the prints to Tennessee Bureau of Investigation/Federal Bureau of Investigation for the requisite background checks. As mentioned above, the permits may now be renewed by mail, and do not require a visit to a driver license office. The final review and approval of the handgun carry permit is processed in central office within the 90-day turn around period mandated by law.

Driver License Issuance now offers self-service kiosks in all of our driver license stations. The kiosks will offer the same services that are currently available through the Internet and allow customers to use credit cards to pay for those services, an option not previously available at a station. Queuing systems are installed at all driver license stations for workload tracking and customer traffic monitoring purposes. This improves the department's ability to collect reliable wait-time data and assist with addressing concerns about customer service.

The program also has an appointment system. With this system, applicants are able to schedule appointments in advance for road tests. This measure is designed to reduce the lengthy wait-times for road tests and improve the level of customer service provided by driver license examiners. Applicants may schedule a road skills test via the Internet or a newly deployed interactive voice response (IVR) system. The IVR system automatically routes and distributes calls to service specialists in the Driver License Contact Center. This allows examiners to resolve customer problems much faster, which shortens transaction time. Features of the IVR system include self-service menus that provide information on the most frequently asked questions and a telephone road test appointment system.

The Financial Responsibility section of Driver License Issuance is required to cancel, revoke, or suspend driver licenses for a variety of traffic and other offenses, including crashes (TCA 55-12-105), moving traffic violations (TCA 55-50-502), DUI violations (TCA 55-50-501), habitual offenses (TCA Title 55 Chapter 10), truancy (TCA 55-50-502), drug free youth act/age 18-21 alcohol violations (TCA 55-10-702), child support violations (TCA 36-5-701, 36-5-706), juvenile possession of weapons (TCA 55-10-701), driving away from fuel pumps (TCA 39-14-151), uninsured motorist violations (TCA 55-12-115), and failure to appear in court (TCA 55-50-502, 55-50-704).

Once the driver is eligible to regain driving privileges, Financial Responsibility also verifies eligibility, collects the appropriate fees, and updates the record to show the driver's new status. Along with reinstating licenses, this service issues restricted licenses to those found eligible.

Financial Responsibility is required to maintain certified driving records (TCA 55-50-204), the sources for which are largely from external law enforcement agencies and courts. Those records, which include traffic convictions and citations that are not yet transmitted electronically, must be coded, filmed, and keyed, along with the department's own citations and convictions, by the Information Processing Center.

The driving records not only form the history of a driver and have implications for the driver's eligibility to drive, but they must also be available to the driver or other legitimate parties. Providing a Motor Vehicle Record (MVR), copies of crash reports, and other miscellaneous

documents related to driving records, are mandated activities of Financial Responsibility, as is appearing in court to testify as to the accuracy of such records. The Financial Responsibility mandated activities also support the homeland security efforts of federal, state, and local governments. Additionally, Financial Responsibility provides records and assists law enforcement agencies with cases or matters involving identity theft.

The means of delivering Financial Responsibility services include an Automated Voice Response System (AVRS) and the Internet. The AVRS not only allows customers to get traditional menu information, it also is linked to the driver's records so that people can check their current status, and even hear, or have faxed to them, the information they need to reinstate their license. These services can also be accessed by the Internet, where drivers can make their reinstatement payments and businesses can subscribe to receive Motor Vehicle Records. Forms for frequently requested documents or information from Financial Responsibility are also available on the website. Such forms available for download include requests related to accident compliance and authorization of record release.

Offering a blend of avenues for driver license and handgun carry permit customers to access its services, including partnerships with county clerks, third party testers as well as Internet and mail-in options, the Driver Services program believes that given current resources, its means of providing mandated services is both effective and cost-efficient. At the same time, the program continues to explore methods and avenues to further enhance its level of service.

Performance Standards

1. Provide service to customers in a professional, efficient, and timely manner.
2. Increase the percentage of non-test driver license transactions conducted without the customer having to come to a driver license office.

Performance Measures

1. Percent of stations that processed non-test applicants within 30 minutes of issuing a ticket from the queuing system.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
Not Available	45%	48%

2. Percent of driver license issuance transactions conducted via Internet, mail, or at a county clerk office.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
30% *	45%	45%

*As of June 1, 2008

Means of Addressing Any Change in Services Since Previous Plan

On November 1, 2007, the responsibility for all reinstatement services was transferred from

Financial Responsibility to Driver License Issuance. There are currently 19 driver license service centers that are providing reinstatement services. This allows customers to “one-stop shop”, making it easier for people to regain their privileges to drive. The division plans to continue to expand this service, and will have 36 driver license service centers providing reinstatement services by July 1, 2008.

Effective May 1, 2008, all driver license service centers began accepting Visa, Mastercard, and Discover credit cards for payment of all fees, including license fees, reinstatement fees, and handgun carry permit fees.

During this year’s legislative session, the General Assembly enacted a bill (Senate Bill 1172/House Bill 0957) requiring the program to issue a driver license, photo-identification license, or document to sexual offenders or violent sexual offenders bearing a designation that enables law enforcement officers to identify the bearer of such license or document as a sexual offender or violent sex offender. The new law will be effective September 1, 2008.

The U.S. Department of Homeland Security released the final rules in January 2008 relative to implementation of the federal REAL ID Act of 2005. In order for the State of Tennessee to become Real ID compliant, it must satisfy 39 benchmark rules by May 2011. The federal mandate sets forth minimum standards for the issuance of driver licenses and photo identification licenses that will be acceptable for the federal government.

Investigation and Enforcement

349.03 Highway Patrol

The Highway Patrol program was established to protect the traveling public and is responsible for the enforcement of all federal and state laws relating to traffic in general and relating to the safe operation of commercial vehicles on Tennessee roads and highways. The program has grown to include a number of other significant services, devoted to such functions as school buses, auto-theft, and general protective enforcement services.

Mandated and Optional Services and Best Means of Providing Them

The Highway Patrol program represents more than half of the Department of Safety’s workforce with over 900 commissioned personnel and encompasses a number of mandated and optional services. The Tennessee Highway Patrol (THP) operates in all 95 counties through patrol stations or posts, organized into eight districts.

The THP’s broad mandate is to ensure the safety and welfare of the traveling public (TCA 4-3-2001 et seq.). Specifically, THP is required to patrol highways to enforce all motor vehicle and driver license laws and to assist motorists. The unified patrol is also responsible for enforcing commercial vehicle laws regarding size, weight, and safety requirements for commercial motor vehicles (TCA Title 65, Chapter 15). Notable highway safety mandates include enforcing laws related to driving while intoxicated or under the influence of drugs (commonly referred to as DUI

laws). THP also investigates crashes involving property damage, personal injury, or fatal crashes, including those involving drugs or alcohol, with some troopers specially trained to reconstruct traffic crashes. THP serves as the repository for all records regarding traffic crashes and provides a uniform crash report, along with training and support for its use. THP also seizes property from those who are found to be driving on revoked licenses or transporting drugs. In addition, THP supports other law enforcement and criminal justice agencies by providing specialized training and manpower when needed, assisting with Homeland Security issues, as well as such practical matters as assistance with special events.

All state troopers assigned to the road or weight inspection facility have been certified to conduct Level 3 commercial vehicle inspections and are required to conduct a minimum of 32 inspections per year to maintain their certification. Duties include inspecting commercial vehicles and driver logs, patrolling the highways with a focus on commercial vehicle traffic violations, and weighing trucks both at fixed roadside scale houses and on highways using portable scales. In addition, the federally funded New Entrant program, required by the federal government, is responsible for conducting safety audits on any new company registering commercial vehicles within 18 months of beginning their operations in order to assist these companies in running a safe and legal operation.

The Critical Incident Response Team was formed primarily to assist other members of the THP in the investigations and/or reconstruction of motor vehicle traffic crashes by having specially trained and equipped teams in four areas of the state. This team has also assisted many local and federal law enforcement agencies as well as other state agencies and has recently assumed the duties of investigating all criminal homicides investigated by THP.

The Special Operations unit includes a tactical squad, an aviation section, an explosive ordnance device (EOD) unit, and a K-9 unit. The tactical squad is specially equipped and trained to function as a tactical police unit providing the department with a flexible, effective response to unconventional, high risk situations such as bomb threat assessment/containment, drug raids, high risk warrant executions, crowd control, demonstrations, large scale searches, disaster response, dignitary protection, civil disorders, barricaded suspects, escaped prisoners, and hostage situations. The aviation section is responsible for all air support and related responsibilities for the Highway Patrol, as well as assisting cities and counties. The K-9 unit has dogs assigned to various commissioned offices, which are trained to either track or to detect drugs, cadavers, or explosives.

Pupil Transportation services is divided into two primary areas: training and inspections (Executive Order No. 45; TCA 49-6-21). Each year, this section provides the mandatory four-hour school bus driver training sessions for public school systems. Drivers who fail to attend the training lose their school bus driver license endorsements. Throughout the year, this service also inspects all public school buses through routine, extended, spot check, and follow-up safety inspections, with a growing emphasis on spot checks. Pupil Transportation is also responsible for performing inspections on child care vehicles as required by the Department of Human Services (Rule 1240-4-3-.13). The Pupil Transportation service has staff throughout the state, most of whom are cross-trained and able to carry out both inspections and training. The latest accomplishment of Pupil Transportation is the capturing of inspection data electronically.

Executive Security provides security for the Governor, Lieutenant Governor, Speaker of the House, Attorney General, and other associated parties. The Capitol Security section focuses on the safety of state property and employees, providing special security for state office buildings in

Davidson County, as well as protection of governmental officials and visiting dignitaries (TCA 4-3-2006, 4-3-1106).

Not mandated, but critical to the operation of the entire department, the Department of Safety's Training Center primarily conducts basic and specialized training for the commissioned members of the department. The center also offers specialized training to other law enforcement agencies and coordinates the training of non-commissioned personnel. The Ordnance section within this service conducts firearms training and re-qualifications of commissioned members and inspects and accounts for all weapons.

Mandated as the lead agency in Tennessee for Drug Abuse Resistance Education (D.A.R.E.), the department also implements the statewide D.A.R.E. program taught by trained law enforcement officers and helps educators reduce gang and individual violence through developing advisory guidelines (TCA 49-1-401 *et seq.*; 49-1-214).

Like training, the Research, Planning, and Development (RPD) Division uses its expertise to support department-wide initiatives or mandates. This service is responsible for preparing written policies and procedures (known departmentally as General Orders), some of which are required as a result of court decisions and changes in state or federal law. RPD conducts general planning and research, coordinates the work involved in maintaining law enforcement certification standards, and supports grant applications and reports. The division reviews all proposed legislation affecting the Department of Safety's activities, prepares bill analyses, and composes departmental fiscal notes to determine the impact of a proposed law on department resources. In addition, RPD performs statistical analyses of traffic crashes required by the federal government and the Governor's Highway Safety Office and is responsible for the development of the department's annual report.

RPD is also responsible for administering the Ignition Interlock program (TCA 55-10-412). The department certifies businesses and individuals to install, remove, maintain, repair, and audit ignition interlock systems mandated by law and courts for certain individuals who are convicted of DUI. No additional personnel or other resources were budgeted to operate this program, and its costs have been absorbed by the unit.

As a vital service, the Communications section maintains radio contact between all troopers and dispatch centers in the state, thereby providing emergency service to motorists and enabling troopers to request support when needed. Communications is responsible for the design, procurement, installation, and maintenance of all communication sites (radio towers and repeater sites), portable, mobile, and fixed station communications equipment, and all other electronic equipment utilized by the Department of Safety.

The Criminal Investigations Division (CID) is charged with investigating, gathering evidence and assisting federal, state and local law enforcement in the prosecution of criminal offenses enumerated in TCA 4-7-404 (3). Agents provide investigative and technical support to the highway patrol in all criminal matters initiated by the highway patrols actions in addition to providing investigative and technical support to the drivers' license division. CID accomplishes its mission by covert and overt operations and assisting other law enforcement agencies. CID has original jurisdiction to enforce title 55, chapter 5 relative to auto theft and odometer fraud and prevention. The division is also charged with the investigation of identity theft and driver license fraud. CID offers specialized training to other state and local law enforcement agencies in identifying and investigating auto theft laws and other law enforcement topics. CID also in

accordance with TCA 4-7-404 (4) provides investigative support to the office of professional responsibility. The division also conducts back ground investigations of applicants for departmental positions other than Trooper applicants, TDOS lethal force incidents, and vehicular homicides. CID Special Agents are assigned to one of four geographic districts and are located throughout the state.

Performance Standards

1. Reduce highway fatalities in Tennessee.

Performance Measures

1. Number of fatalities per 100 million vehicular miles traveled.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
1.43*	1.71	1.68

* Based on preliminary date reported as of June 1, 2008.

2. Percent of time that THP is able to respond to fatal/injury crashes within 15 minutes.**

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
Not Applicable	50%	50%

**New performance measure for fiscal year 2008-2009

Means of Addressing Any Change in Services Since Previous Plan

Organizational changes led to several services moving under the Criminal Investigations Division. First, CID created an Intelligence Unit. This unit is responsible for organizing and taking in criminal or security information (e.g. criminal activity, threats against TDOS employees, natural disasters). The unit then disseminates this information to troopers and the Fusion Center, where it will be sent out to law enforcement agencies across the state. CID also has added a Polygraph/Voice Stress Analysis unit. Finally, CID also maintains a 24-hour help desk to provide information regarding organ donors (TCA 4-3-2011), and to provide information/photos for law enforcement investigations.

Beginning in 2007, the Handgun Carry Permit Unit was reassigned to CID. This unit is responsible for the final review and approval of handgun carry permits. Handgun Carry Permit applications must be processed in central office within the 90-day turn around period mandated by law. In addition, the Handgun Carry Permit Unit is also responsible for the oversight of annual inspections for Tennessee's 160 handgun safety schools.

The Critical Incident Response Team (CIRT) was placed in the CID in 2007. CIRT works similar to a crime scene unit. By placing CIRT members in the CID, the department has seen gains in the areas of more concise and timely incident reporting. These gains have been accomplished by having CID agents and CIRT troopers working together out of the same offices.

349.06 Auto Theft Investigations

Auto Theft Investigations provides operational expenses to support the department's work regarding vehicular thefts. This program is purely a self-supporting funding mechanism with no positions.

Mandated and Optional Services and Best Means of Providing Them

To manage property forfeiture as mandated (TCA 55-5-108), the department establishes a tracking file for each vehicle or vehicular component part seized. The Legal division then holds hearings where it is determined whether the seized vehicle or seized vehicular component parts should be returned to the rightful owner (minus expenses) or sold. General Services Surplus Property Division is required to handle these sales. If the property is sold, the proceeds are then available to cover such operational expenses as tow bills, photo developing, the purchase of equipment needed to adequately perform the required functions, and covert operational expenses. In some instances, the department is able to obtain reimbursement from an insurance company with the proceeds again used for operational expenses.

The value of seized property can decline while it is awaiting the legal determination and its sale. The legal process regarding the property's disposition involves various required steps, with little room for shortening the time span. The sale of the property, however, does seem to hold some room for improvement. Under the current system where General Services uses a web-based auction service, the department is generally able to place a relatively small percentage of vehicles or vehicle components up for sale.

Performance Standard

1. Offset operational expenses for auto theft investigations through proceeds obtained as the result of selling seized property.

Performance Measure

1. Percent of operational expenses for auto theft investigations funded through the sale of seized property.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
8%	10%	10%

*As of June 1, 2008

Means of Addressing Any Change in Services Since Previous Plan

In FY 2007-2008, the CID unit assumed the management of the DUI Seizure Program. TDOS is mandated (TCA 55-10-403 and TCA 55-50-504) to manage property forfeiture that results from DUI convictions. The process for these seizures is handled in a manner similar to that described above for other property seizures. However, hearings for DUI seizures are held by the General

Sessions courts, and not the Legal division of TDOS. Also, any funds resulting in sale of DUI seizures do not come to the department.

349.15 Office of Homeland Security

The Tennessee Office of Homeland Security was formed in 2001, and formally established by Governor Phil Bredesen on April 3, 2003. This office is designated as having primary responsibility and authority for coordinating and directing the state's homeland security activities. The functions include, but are not limited to, planning, coordination, and implementation of all homeland security prevention, detection, and protection of terrorism response operations.

Mandated and Optional Services and Best Means of Providing Them

The office has three regional offices, located in East, Middle, and West Tennessee to assist local officials with planning, training, and conducting exercises; effectively using federal grants and improving communications. The state also has 11 homeland security districts that provide coordinated multi-county responses to chemical, biological, radiological, and nuclear threats.

The office also works with the Homeland Security Council, created by the same Executive Order which created the Office of Homeland Security, to plan and direct statewide homeland security activities. This council also interacts with federal and local officials in promoting homeland security. The Director of Homeland Security chairs this council, comprised of the Deputy to the Governor, the Attorney General, commissioners of various Tennessee agencies involved in homeland security activities, the Director of the Tennessee Bureau of Investigation (TBI), the Chief of Law Enforcement of the Tennessee Wildlife Resources Agency, and six representatives of local governments chosen by the Governor.

The Director of Homeland Security also chairs the Tennessee Governor's Citizen Corps Advisory Committee. This committee is governed by 20 members, ten of whom are appointed by the Governor, and ten of whom serve by virtue of their positions. This committee is responsible for promoting Citizen Corps programs statewide, encouraging public service, assisting with marketing strategies, and facilitating the education and training of the public through the Citizen Corps on homeland security matters.

The office, with TBI assistance, operates an intelligence fusion center, which enhances the state's ability to analyze terrorism information and improves information-sharing among state, local, and federal agencies.

Performance Standard

1. Train public safety and private sector officials in terrorism awareness, prevention, protection and response to terrorist-related events.

Performance Measure

1. Number of public and private sector officials trained in awareness, prevention, protection and response to terrorist-related events.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
3,877	4,000	4,500

Means of Addressing Any Change in Services Since Previous Plan

No new mandated services have been added since the previous plan.

Education

349.04 Motorcycle Rider Education

The Motorcycle Rider Education Program (MREP) is responsible for establishing standards and administering the MREP for Tennessee residents who currently ride or those interested in learning to ride motorcycles safely. This is accomplished primarily through overseeing two types of training programs, one for novice riders and one for experienced riders.

Mandated and Optional Services and Best Means of Providing Them

The MREP certifies and monitors Motorcycle Safety Foundation courses offered in Tennessee (TCA 55-51-102). The Basic Rider and Experienced Rider courses are taught in safe, off street environments where students learn and practice riding fundamentals as well as motorcycle safety techniques. Motorcycle rider training is currently offered at training sites statewide. Benefits of completing one of the Motorcycle Safety Foundation courses include insurance premium discounts and streamlined processing for the motorcycle license endorsement (TCA 55-51-106). With a certificate, those who apply for this endorsement on their driver license have both their knowledge and skills test waived in Tennessee.

The department facilitates the delivery of the MREP using third-party instructors. The MREP coordinator serves as chief instructor and trains, certifies, and monitors instructors (TCA 55-51-102 (b)). Annually, MREP provides a statewide in-service workshop for certified instructors as part of their annual recertification. Tools for instructional enhancement are presented during the training as well as legislative and national standard updates. The department believes this program is being delivered in the most cost effective manner.

The law also explicitly permits the MREP to include general educational efforts promoting motorcycle safety awareness, motorist awareness, and combating impaired driver issues (TCA 55-51-102 (a)), which the MREP accomplishes through partnerships with various rider groups, at motorcycle industry events, motorcycle dealer open houses, and motorcycle enthusiast rallies, as

well as through the department's website. MREP aids local law enforcement agencies by providing them with training and information on enforcement issues such as proper personal protective equipment, proper license endorsements, and unique alcohol and drug related behavior of motorcyclists. The staff also provides consultative services to the agency on issues such as motorcyclist licensing and driver improvement.

In addition to monitoring the Motorcycle Rider Education courses, MREP also conducts state-sponsored Rider Coach Classes in an effort to standardize the training and certification of its instructors throughout the state. The classes offer comprehensive training techniques and course materials for the instructors to utilize. The new Rider Coach Class has improved the quality, consistency, and content of the material being taught by MSF-certified instructors.

The program continues to experience an increase in the demand for more classes and sites in Tennessee's major metropolitan areas. Currently, a two to three week wait time exists for classes in these areas. In an effort to meet the demand for service, customers are being referred to other sites within a 50-mile radius of the requested class site. The search to include additional sites will continue over the next few years.

Performance Standards

1. Increase enrollment in the Basic Rider and Experienced Rider courses.
2. Ensure the quality of program instruction through annual site visits.

Performance Measures

1. Number of students enrolled in a certified motorcycle rider education course.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
8,073	8,000	8,000

2. Percent of MREP training sites inspected a minimum of three times per fiscal year.*

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
Not Applicable	75%	75%

*New performance measure for fiscal year 2008-2009

Means of Addressing Any Change in Services Since Previous Plan

There have been no changes in services since the previous plan.

349.08 Driver Education

Driver Education develops, promotes, and coordinates programs that increase public awareness of highway safety.

Mandated and Optional Services and Best Means of Providing Them

The two mandated services for Driver Education are promoting safety on Tennessee highways (TCA 67-4-606) and regulating commercial driving schools (TCA 55-19-101). Primary means of fulfilling these mandates are through presentations, public service announcements, demonstrations, and inspecting and licensing commercial driving schools statewide.

Driver Education is a critical component for improving highway safety. Working closely with the department's Public Information Officer, Driver Education uses news media, pamphlets, film video tapes, and other instructional materials to educate the motoring public in the safe operation of a vehicle. Utilizing local and statewide crash data, this division also develops locally appropriate safety messages and safety training events. Proper use of Child Restraint Devices (CRD) demonstrations, rollover simulations, computer program simulations, and fatal vision goggles demonstrations are held at schools, malls, fairs, and other special events throughout the state to promote driver safety issues. Partnering with the Governor's Highway Safety Office, the division has been able to launch intensive DUI campaigns. Other partnerships, such as that with Vanderbilt University and East Tennessee State University for CRD demonstrations, Meharry Medical College for seat belt usage, and local parks and recreation departments for distribution of information materials are formed to get driver education messages out as widely as possible. New partnerships this year have given Safety Education other avenues into schools for programs on Booster Seats and Teen Driving Safety. Partnering with Tennessee Tech University and the Tennessee Road Builders Association we have presented Ollie Otter at Elementary Schools throughout the state to promote Booster Seats. Also in a partnership with the Tennessee Department of Transportation we have presented Between the Barrels to High Schools throughout the state to promote Safe Teen Driving. As an outgrowth of their skills and contacts, the safety education officers assume the role of local public information officers for the department.

Enforcement, regulation, and education are the primary methods the department uses to fulfill its mission of ensuring the safety and welfare of the public. The activities and services that are provided by the Driver Education program are essential to this effort. Using the in-house expertise of troopers who have assisted motorists and worked crash scenes profoundly impacts the safety education message delivered to students, parents, and problem drivers across the state. The department believes the current delivery of Driver Education services is the most cost-effective and has the most impact on improving highway safety.

Annually, the Driver Education program inspects private driving schools statewide that are licensed by the department. Related duties include processing applications and fielding calls from individuals who are interested in starting a private industry driving school. This division also serves as a liaison to local traffic courts and assists the department's hearing officers by maintaining a list of court approved driver safety programs and instructors. The department feels that it is carrying out its mandate to regulate commercial driving schools in the most appropriate and cost-effective manner. Outsourcing any function of this mandate would be impractical due to the regulatory nature of the service and the potential conflict that would result in having a private entity monitor private driving schools.

Performance Standard

1. Increase public awareness of safe driving principles.

Performance Measure

1. Number of safety education presentations held to promote safe highways.

Actual (FY 2007-2008)	Estimate (FY 2008-2009)	Target (FY 2009-2010)
2,774	3,000	3,000

Means of Addressing Any Change in Services Since Previous Plan

In Fiscal Year 2006-2007, Safety Education officers were assigned the task of administering the inspection and certification of defensive driving schools throughout the state. There are approximately 21 certified defensive driving schools that require annual inspections. The inspection covers two areas of the school: administrative and classroom. The administrative area is inspected to ensure proper documentation is on file, such as valid business licenses, proper Defensive Driving Course teaching certification for instructors on staff, proper liability insurance coverage, class rosters for each of the past three years, and proof of payment by attendees. The classroom and class-related materials are inspected to ensure the course curriculum is current and up-to-date, the classroom has adequate seating for a maximum of 50 students, and the classroom is in compliance with the Americans with Disabilities Act (ADA). Schools not meeting these requirements risk losing state certification.